

Council of Federal Executive Secretariats Performance Standards Subcommittee Report
September 3, 2002

Question	Cab. Dept. 1	Cab. Dept. 2	Ind. Agency 1
<i>Do you have a performance measure for processing time within Exec Sec for incoming mail till it is logged out for reply?</i>	Depends on kind of mail: immediate is right away; expedited is 24 hours; lower priority is 72 hours	Same day turnaround on all mail	Don't have a performance measure
<i>Do you have a performance measure for how long it takes offices to respond to a letter they are assigned to answer?</i>	Assign a due date but don't do a performance report on it; print reports of overdue letters and those coming due	Require a 48-hour turnaround time on all mail addressed to the three principals; send tasks electronically; monitored on the correspondence tracking log; send weekly pending reports	Assign a due date; print and distribute reports of overdue letters; don't have a performance measure
<i>If Exec Sec drafts responses itself, do you have a performance measure on how long it takes your own staff to complete each letter?</i>	Handle letters like thank yous, Eagle Scouts; don't have a performance measure for those	NA	Handle special kinds of letters for principals and letters that don't neatly fit elsewhere; don't have a measure, they get done
<i>If Exec Sec handles clearances (concurrences) on letters, do you have a performance measure for how long it takes your office to complete that process and get the letter signed?</i>	Receive letters for the principals for final review and provide same day turnaround (clearances are already taken care of); don't report a performance measure	Another area is responsible for clearances, and they have a goal of same day turnaround on all letters; monitored with a tracking log	48-hour turnaround time on final review; clearances are normally already done
<i>If Exec Sec handles clearances (concurrences) on other kinds of decision documents, do you have a performance measure for how long it takes your office to complete that process and get the letter signed?</i>	No performance measure	Same day turnaround on all documents	48-hour turnaround time on final review, or faster if time-sensitive; clearances are normally already done
<i>Do you have any efforts to measure quality of work, such as the accuracy and quality of letters sent forward to your office or any other kinds of documents?</i>	Deal with what comes up and fix it if necessary	Correspondence unit reviews documents and ensures quality	No measures of quality; provide tools on Intranet such as letter templates, house rules, and writing aids to assist; encourage those who are doing well
<i>If your office handles production of large volumes of form letters originated by others, do you have a performance measure for how long it takes your office to complete that process and get the letters signed?</i>	No performance measure	NA	Haven't done any yet but would probably be responsible
<i>If your office handles preparing briefing materials for principals, do you have a performance measure for how long it takes to do that?</i>	No performance measure	Another area is responsible for briefing materials that would generally be required to be completed 48 hours prior to the event	NA
<i>How are the results of the performance measures distributed and how often?</i>	Don't report performance measures (aside from overdue reports)	Receive regular reports of status of correspondence; if not having success, Deputy Exec Sec contacts the Asst. Sec. directly	Receive regular reports of status of correspondence; don't publish measures results
<i>Any other kinds of performance measures not mentioned above?</i>	NA	Starts at the top; when principals set and emphasize the goal, people will strive to meet it	NA

Question	Cab. Dept. 3	Sub.Cab. Dept. 1	Cab. Dept. 4
<i>Do you have a performance measure for processing time within Exec Sec for incoming mail till it is logged out for reply?</i>	24-hour turnaround on higher priority mail; 48-hours on lower priority; results distributed to staff every 4-6 weeks	No standard at present	24-hour turnaround; haven't published statistics
<i>Do you have a performance measure for how long it takes offices to respond to a letter they are assigned to answer?</i>	Due date is set on each letter; offices are measured against a 10-day average turnaround goal; results distributed weekly to senior officers and Exec Secs	Due date is set for each letter; priority mail assigned a 5-day turnaround; performance measures not reported	15-day turnaround time on all mail for principals' signature; includes 1 day to log in; 6 days to respond; 3 days for clearance; and 3 days for any rewrites; haven't published statistics
<i>If Exec Sec drafts responses itself, do you have a performance measure on how long it takes your own staff to complete each letter?</i>	7-day average turnaround; results distributed to staff every 4-6 weeks	NA	NA
<i>If Exec Sec handles clearances (concurrences) on letters, do you have a performance measure for how long it takes your office to complete that process and get the letter signed?</i>	4-day average turnaround for doing clearances and finalizing letter; results distributed to staff every 4-6 weeks	Informal goal is 48-hour processing; clearances are supposed to have already been done; performance measures not reported	3 days for clearance; 3 days for any rewrites; haven't published statistics
<i>If Exec Sec handles clearances (concurrences) on other kinds of decision documents, do you have a performance measure for how long it takes your office to complete that process and get the letter signed?</i>	3, 4, 5, or 9-day average turnaround for doing clearances and finalizing document, days depend on type of document; results distributed to staff every 4-6 weeks	Informal goal is 48-hour processing; clearances are supposed to have already been done; performance measures not reported	No standards on these
<i>Do you have any efforts to measure quality of work, such as the accuracy and quality of letters sent forward to your office or any other kinds of documents?</i>	Measure it for internal purposes and to work with staff on improvement, but results are not distributed	Make the corrections; plan to have quarterly meetings with each area and have analysts work directly with their contacts to focus on improving any frequent errors identified	Recently changed system to permit them to code into the system deficiencies in quality that could then be reported back to offices (haven't fully implemented yet)
<i>If your office handles production of large volumes of form letters originated by others, do you have a performance measure for how long it takes your office to complete that process and get the letters signed?</i>	24-hour turnaround to process/approve text; 24-hour turnaround to run/proof/sign/mail letters; results distributed to staff every 4-6 weeks	NA	NA
<i>If your office handles preparing briefing materials for principals, do you have a performance measure for how long it takes to do that?</i>	NA	NA	Set deadline; but don't have a performance standard or reporting system on the standard
<i>How are the results of the performance measures distributed and how often?</i>	See above	NA	Distribute lists of open correspondence not meeting due date
<i>Any other kinds of performance measures not mentioned above?</i>	NA	NA	NA

Question	Cab. Dept. 5
<i>Do you have a performance measure for processing time within Exec Sec for incoming mail till it is logged out for reply?</i>	Two-week turnaround time on all priority mail counts from time it is received until it is answered; distribute overdue reports but not performance statistics
<i>Do you have a performance measure for how long it takes offices to respond to a letter they are assigned to answer?</i>	Two-week turnaround time on all priority mail counts from time it is received until it is answered; distribute overdue reports but not performance statistics
<i>If Exec Sec drafts responses itself, do you have a performance measure on how long it takes your own staff to complete each letter?</i>	NA
<i>If Exec Sec handles clearances (concurrences) on letters, do you have a performance measure for how long it takes your office to complete that process and get the letter signed?</i>	Two-week turnaround time on all priority mail counts from time it is received until it is answered; clearance time included
<i>If Exec Sec handles clearances (concurrences) on other kinds of decision documents, do you have a performance measure for how long it takes your office to complete that process and get the letter signed?</i>	NA
<i>Do you have any efforts to measure quality of work, such as the accuracy and quality of letters sent forward to your office or any other kinds of documents?</i>	No
<i>If your office handles production of large volumes of form letters originated by others, do you have a performance measure for how long it takes your office to complete that process and get the letters signed?</i>	NA
<i>If your office handles preparing briefing materials for principals, do you have a performance measure for how long it takes to do that?</i>	Set deadline; but don't have a performance standard or reporting system on the standard
<i>How are the results of the performance measures distributed and how often?</i>	Distribute lists of overdue correspondence
<i>Any other kinds of performance measures not mentioned above?</i>	NA